

## Responsable des Réservations - Tour Operator (anglophone)

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Company: Tunon

Location: United Kingdom

Category: personal-care-and-service

## Responsable des Réservations - Tour Operator (anglophone)

Référence :

Etablissement Reims

Domaine : MBA Management de l'Hôtellerie & du Tourisme , MBA Manager de Projet Événementiel

Type de poste : Temps plein - CDI

Type de contrat :

Secteur : Tourisme

Localisation Royaume-Uni

Notre École Tunon recherche pour un de nos partenaires :

un(e) Responsable des Réservations - Tour Operator

The successful candidate will be joining a happy and motivated team of 9. We are seeking a bubbly Reservations Executive to join our professional team managing our B2B clients in this busy and varied role.

The Reservations Executive should ideally be from a **Tour Operator or Customer Service background.**

The individual will need to possess strong organisational skills and have a keen eye for detail along with the determination to produce results in a pressurised work environment.

An outgoing personality coupled with a good sense of humour will see you fitting into a team of experienced professionals.

A full induction and training programme for the role and systems used in house will be offered.

**Key Responsibilities:**

Pro-actively develop and maintain a sufficient knowledge of our product ranges

Answering and dealing with a high number of calls and emails

Processing reservations and understanding special rates and contracts

Handling customers and suppliers in a prompt, friendly and efficient manner by telephone and in writing.

Providing booking advice and assistance for our customers and suppliers.

Ability to multi task and take on additional tasks as required by management

Ensure all confirmations and bookings are processed correctly

Process client payments

Deal with customer/supplier issues and complaints

Attending trade nights and fam trips to develop product knowledge

Liaising with suppliers

Normal working hours: 9.00 a.m. to 5.30 p.m. Monday to Friday

Occasional Bank Holiday and change of hours may be required at peak times

Working as a team with all employees, ensuring your fellow staff members have additional support as and when required

**Skills Required:**

Confident telephone manner

Excellent customer service skills

Demonstrate excellent attention to detail

Computer literate – training will be provided on our in-house system

Numeracy skills

Interest in food, restaurants and other leisure products

Knowledge of geographical locations and the British Isles would be an advantage

Ability to work with a sense of urgency and meet deadlines

Excellent written and verbal skills

Must be able to work under pressure whilst maintaining a great sense of humour

Any other languages spoken would be an advantage

**Perks:**

Flexi time offered upon successful completion of the probation period

Perk box entitlements

Quarterly office entertainment

Summer and Christmas Parties

Fam trips

Discounted attractions

**Chaque candidature sera étudiée par nos soins après réception de votre dossier.**

**Toute autre demande ne sera pas retenue.**

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